



Concord Fall Leaf Collection Frequently Asked Questions

Revised September 18, 2020

1. When does leaf collection start (2020)?

Bulk leaf collection starts on November 2nd and will continue as weather permits through December 11th. Bagged leaf collection will start on November 23rd and continue for three weeks through December 11th.

2. Where are crews starting this year (2019)?

Crew 1 is starting at the Bow town line and working north, Crew 2 is starting at Blossom Hill Cemetery and working north, Crew 3 is starting at Mountain Road and working south on the east side of the Merrimack River. View our detailed starting location maps at www.concordnh.gov/leafcollection.

3. Why are crews not using leaf vacuums this year?

Our crews need to practice safe social distancing due to COVID-19, so traditional leaf vacuums will NOT be used for bulk leaf collection this year. Instead, crews will operate trackless leaf loaders.

4. Crews collected some of my leaves but not all of them. They collected the leaves in the street but not the leaves up on my curb. Why did this happen? Can they come back to collect the rest?

Due to COVID-19, our crew is using different equipment this year. Instead of the traditional leaf vacuums, crews are using trackless leaf loaders in order to practice safe social distancing. This means that our equipment this year can ONLY collect leaves that are in the street. All leaves MUST be raked loosely (unbagged) into the street along the edge of the road or sidewalk. Any leaves not in the street along the edge of the road or sidewalk are not reachable. There is a demonstration video of this equipment and where to place leaves on our website at www.concordnh.gov/leafcollection. Please avoid piling leaves and keep leaves tight along the curb to keep streets clear.

No, crews do not have time to come back to do another leaf collection. Any remaining leaves can be disposed of during our bagged leaf collection, by mulching into your lawn, disposing in any wooded areas on your property, or dropping off at a local farm or Gelinas Earth Materials Recycling Center.

5. I thought the crew in the south end changed their starting location last year?

Yes, the south end crew did change their starting location last year to start at Blossom Hill Cemetery and work south. This crew has joined our other two crews in alternating their starting

location each year. So this year the south end crew will start from the Bow town line and work north. Switching the starting locations each year for all of our crews is the fair thing to do for residents to have better opportunity to participate in bulk collection.

6. What materials are acceptable for collection?

Only leaves will be collected. Pine needles, pine cones, and acorns are also acceptable. All other materials, including branches, brush, trash, rocks, and miscellaneous materials are not acceptable.

7. When will crews reach my street for leaf collection?

There is no set timeline for when crews will reach certain areas. Unpredictable leaf volumes and weather conditions make it not possible to know when areas will receive collection. View our “[Fall Leaf Collection Crew Sector Map](#)” online to see a full city-wide map outline of where our crews plan to collect, focusing on residential roads with drainage areas. View our “[Fall Leaf Collection Map](#)” online to see where crews have finished collecting and to get a sense of the general area crews are in. We advise residents to have leaves ready to not miss collection. Residents are encouraged to participate in the scheduled bagged leaf collection for a guaranteed collection. Find more information on our website at www.concordnh.gov/leafcollection.

8. Can I put a tarp over my leaves?

Yes, crews will remove the tarp when they come by.

9. Why does the area near the high school get a scheduled leaf collection?

Residents near Concord High School are the only ones with a scheduled leaf collection due to the Veteran’s Day school closure. The school closure provides an opportunity each year for our crews to safely collect leaves with fewer vehicles in the area and a minimized disruption to the public. It is in the interest of public safety and safety of our crews that this area is collected during this time.

10. Why don’t crews ever come to my area?

Crews must first focus on clearing leaves from streets that contain the City’s drainage system. It is the priority for leaves to be removed from these areas to ensure drains are clear. Once crews complete collection containing the drainage system, they can then continue to other areas as weather permits. It is often the case that winter sets in before crews are able to reach you, which is why we now have a bagged collection program so residents have an alternative and guaranteed method to get rid of leaves.

11. Why do I have to bag my leaves and others get to receive bulk collection?

Bulk collection is focused on removing leaves from residential areas near the City’s drainage system to keep drains clear. Once they have finished collecting in this area, they will continue

collecting in areas as weather permits. Most often crews will not have the time to reach you before winter arrives, so bagging is the guaranteed alternative. We understand this is not as convenient as bulk collection, but it is the only way to make sure your leaves are disposed of and not impacted by the weather.

12. I pay my taxes too, why don't I receive the same service?

We understand your frustration. We empathize and try to make our program as fair as possible, but unfortunately when we pay taxes we often are paying for public services we may not always directly benefit from. We cannot change the tax system, but we were able to add bagged collection to the program as an added service to help alleviate some of the issues with bulk collection. We know bagged collection is not as convenient as bulk collection, but it provides residents with an opportunity to participate in the program and guarantee collection. We do the best we can with the resources available to collect leaves in a timely manner ahead of the onset of winter weather. We appreciate your understanding.

13. Why weren't my bagged leaves collected on my trash day?

Bagged leaf collection in the fall does not coincide with trash collection like it does in the spring. Leaves must be out at the curb by 7:00 a.m. on Monday morning each week during bagged collection so Casella can collect leaves during their separate leaf collection. Collection may occur ahead or behind your normal trash day depending on the volume of leaves at the curb. Please keep your leaves out to the curb and Casella will be by for collection.

14. What if crews came by before all the leaves have fallen off the trees?

Unfortunately it may be the case for some residents at the beginning of collection that crews come by before all the leaves have fallen. Crews have a limited time to get through the entire city before the onset of winter weather and must start somewhere. This is why crews alternate their starting locations each year to provide a more equitable opportunity for these residents to receive collection. Crews will not be back to collect any leaves that have since fallen off the trees. These leaves can be disposed of using our bagged collection program or be disposed of in any wooded areas on your property, at Gelinas Excavation & Earth Materials Recycling Center, or by mulching into your lawn. Our bagged collection is running for three weeks from November 23rd through December 11th. Leaves must be in biodegradable yard waste bags and/or labeled rigid containers. Leaves must be at the curb by 7:00 a.m. each Monday during collection, regardless of your trash collection day.

15. Can crews come back for a second pick-up?

No, crews can only come by once for bulk collection. There is a limited time for crews to get through the city before the onset of winter. Crews are not able to return to an area already collected. Any additional leaves can be disposed of using our bagged leaf collection program that will run for three weeks from November 23rd through December 11th. Please know that leaves must be in biodegradable yard waste bags and/or labeled rigid containers and be by the curb each Monday by 7:00 a.m., regardless of your trash collection day. Bagged collection will not

necessarily coincide with trash collection like it does in the spring. Residents may dispose of leaves in any wooded areas on their property as well. Alternatively, residents can drop off leaves for free with proof of residency at Gelinas Excavation & Earth Materials Recycling Center. Another option is to mulch leaves into your lawn.

16. What is the information for Gelinas Excavation & Earth Materials Recycling Center?

Gelinas Excavation & Earth Materials Recycling Center is located at 10 Intervale Road, off Fort Eddy Road right behind CAVES. Their hours are weather permitting, Monday through Friday, 8:00 a.m. to 4:00 p.m. Saturday hours (weather permitting) are available during leaf collection from 8:00 a.m. to 12:00 p.m. on November 7th, November 14th, November 21st, and December 5th. No Saturday hours on November 28th due to the Thanksgiving Day holiday. Please call them to confirm hours. The number to the recycling center is (603) 545-4835. They will close for the season in December and reopen in the spring.

17. What if it snows? How do I get rid of my leaves? Will crews come back?

Bulk collection is a weather dependent program and snow could possibly suspend collection. Residents near the end of collection run this risk each year of it snowing before leaves are collected. If it snows and the weather later allows, crews will resume collecting in areas not yet serviced if possible. We can't promise that this will be the case since weather conditions are unpredictable, so the best bet to guarantee leaves are picked up is by participating in our bagged collection. Bagged collection is not weather dependent and will offer three opportunities for residents to remove their leaves.

18. What if I have too many leaves to bag?

We suggest bagging your leaves a little bit at a time. There are three weeks for this program to give residents enough time to bag their leaves. Another option is to use any wooded areas on your property to dispose of leaves. Or, an easy and eco-friendly alternative is to mulch your leaves into your lawn with a lawn mower or mulching blade.

19. Why is it better to place leaves in a windrow along the street instead of a pile?

Leaves are easier to collect if placed in a windrow. The line of leaves allow crews to easily collect leaves, while large leaf piles take longer to collect and make it harder for equipment and crews to efficiently remove all leaves. Crews cannot go on private property to collect leaves. Also be sure to keep sidewalks clear for pedestrians.

20. Why isn't the map updated yet to see where crews are today?

The Fall Leaf Collection Map is updated every day during the work week by 4:00 p.m. to include what crews have finished collecting for the day. It is not available in real time. Zoom in on the map to the color-coded crew routes to view the dates of completed collection. Although it only displays roads completed from the previous day, it can provide a general idea of the vicinity of crews. Please note that the course of direction is subject to change and leaves should be ready to not miss collection.

20. How do I zoom in on the Fall Leaf Collection Map to see where crews have collected?

If using a desktop, please select the “Pan” tool at the top in order to scroll in or out. If you select “Zoom In” or “Zoom Out” as a tool you must then outline the area you wish to zoom in or out to. If using a mobile device, this map may function differently. iPhone users may be able to use their fingers to zoom in or out and swipe to move across the map. Android users may have to use the up and down arrows at the top left of the screen to zoom in and out, or tap on the area they wish to zoom. Android users may not be able to move across the map without first zooming back out and reselecting a new area to zoom in. If you are having difficulty using the map and would like to know if or when one of our crews have already been to your area, you are more than welcome to call our office at 228-2737 and our administration staff will assist you.